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Also Admitted in New York
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July 29, 2004

VIA OVERNIGHT MAIL

Attn: Betty Bailey

Tennessee Regulatory Authority
460 James Robertson Parkway
Second Floor
Nashville, TN 37243-0505

Re: BCN Telecom, Inc f/k/a NUI Telecom, Inc.
Docket No. 04-00116

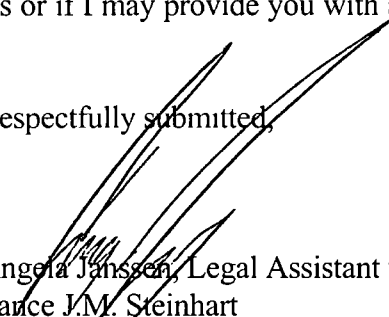
Dear Ms. Bailey.

Pursuant to staff request, attached please find an original and three (3) copies of the Customer Notification Letter for Tennessee.

I have also enclosed an extra copy of this letter to be date stamped and returned to me in the enclosed, self addressed, postage prepaid envelope.

If you have any questions or if I may provide you with additional information, please do not hesitate to contact me

Respectfully submitted,


Angela Jansson, Legal Assistant to
Lance J.M. Steinhart
Attorney for BCN Telecom, Inc.
f/k/a NUI Telecom, Inc

Enclosures

cc: Richard Nacchio



A BCN Telecom Company



April 15, 2004

Dear Valued Norcom Customer:

Norcom and NUI Telecom have recently been purchased from NUI Corporation in a management buyout transaction that became effective December 15, 2003. As the original founder of NUI Telecom, I, along with my investor group, including key management personnel, purchased 100 percent of the stock of the companies and executed a seamless transaction. I am writing to notify you that the impact of the buyout is minimal as our management team and strategic direction remain the same. We are changing only our name and our status from public company to private.

Our new name is BCN Telecom (Better Communications Now), and I would like to take this opportunity to restate our commitment to our customers to deliver excellent communications services. Norcom has a long history of providing its valued customers with economical telecommunications solutions coupled with outstanding customer service and sales agent support. We are enthusiastic about the opportunity we now have to build on Norcom's solid history and to continue on as a single source, full service telecommunications provider. Our business model is well-recognized and well-received in the industry; and our products, pricing, and personnel are second to none. The company is backed by strong investors and we are focused solely on providing an industry leading array of telecommunications service solutions to our valued customers.

Please look for a new design on your bills and other messages from us with the new company name, BCN Telecom, and logo. Aside from this name change, everything else continues on as before, including our commitment to you as a valued customer.

We thank you for your past support as we look forward to serving you in the future.

My best regards,

Richard M. Boudria
President & CEO